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Twyford  
For life

Business awards



CUSTOMER SERVICE AWARD FOR BATHROOMS

Winner Tubs & Tiles, Coventry

The Customer Service Awards are chosen by kbbreview's famous Mystery Shopper. Out of the dozens of showrooms he visits throughout the year he picks his favourites, and the eventual winner, for this prestigious accolade.

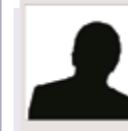
"This austere brick building has a surprisingly impressive interior with plenty of room set displays and racks of tiles all spotlessly clean and well lit. There are solutions for both big and small bathrooms and dotted throughout the showroom are high tables surrounded by stools where customers can stop and think.

I waited patiently while Paul dealt with another customer who, it turned out, was part of a family that had all shopped at Tubs & Tiles.

I explained that I was planning to completely re-vamp my bathroom but needed some

guidance. He produced a folder for a project he was currently working on and showed me how the design had developed from an initial client sketch on a post-it note through to a floor plan, computer drawing and then photographs of the finished project.

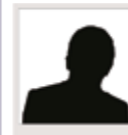
Tubs & Tiles moved to its current premises in 2003. Since changing premises and developing the bathroom side the business has gone from strength to strength. Gary Hurley says, "We are aiming at the top end of the market, there's no point trying to compete with the likes of B&Q."



Mystery Shopper's conclusions

This is a fantastically well laid out showroom and the service was reassuring and impressive - just what customers are looking for in uncertain times.

Finalists  
Watercolours Bathrooms,  
Hale Road,  
Altrincham



Watercolours Bathrooms was established in 1992 and five years ago the retail and contract managers, Andrew Lowe and Natalie Penny, bought the business from the existing owner.

**Mystery Shopper comments:**  
A very attractive showroom backed up by friendly, confident presentation

Cannadines Bathrooms,  
Preston Road,  
Brighton



Michael Cannadine opened a small bathroom shop in 1991 and moved to the larger premises on Preston Road in 1997. Michael says, "People driving past can see exactly what we do."

**Mystery Shopper comments:**  
Plenty of product choice and help from well informed staff

Potts,  
Kiln Barn Road,  
Maidstone



Potts has been around for over 30 years although the company profile has moved with the times. "I enjoy having time to really look after clients rather than chasing after volume sales," says md Ray Hudson.

**Mystery Shopper comments:**  
An exceptional showroom full of imaginative displays



Twyford  
bathrooms

For full entries from both winners and finalists see [www.kbbreview.com](http://www.kbbreview.com)